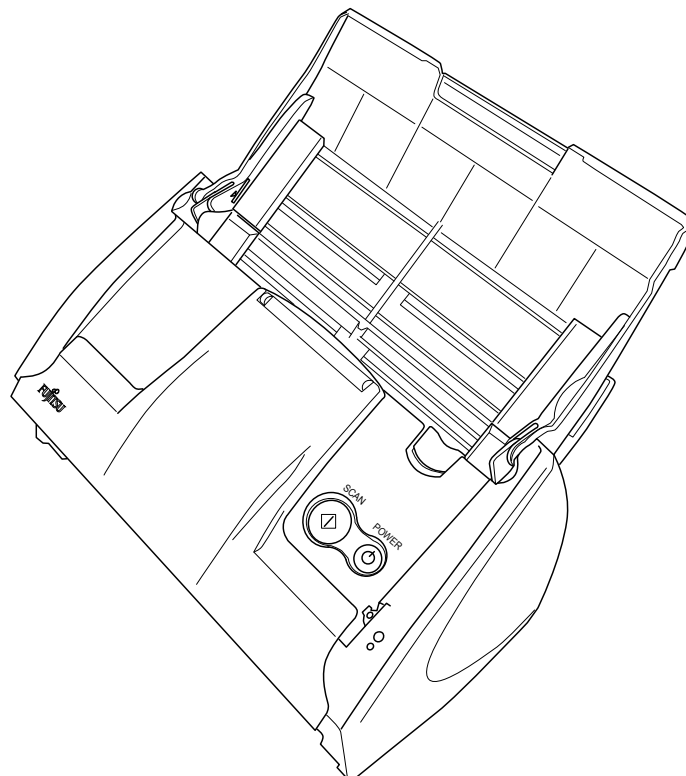**Color Image Scanner**

# ScanSnap

## S510

## Getting Started

Please read this guide before connecting the scanner to your PC.

FUJITSU

# Contents

# Introduction

Thank you for purchasing the ScanSnap S510 Color Image Scanner product.

ScanSnap S510 is a color image scanner capable of scanning double-sided documents. It is a complete Office Solution, which helps you improve productivity and solve scanning problems in your office. The features of the ScanSnap product are as follows:

- **You can turn images on paper into PDF files and made PDF files searchable by just pressing the [SCAN] button!**

  You can turn documents cluttering up your desk into PDF files to manage and archive them on your computer. By using Adobe® Acrobat®, which comes with the ScanSnap, you can view, edit, and search PDF files right at your fingertips.

  PDF files are easy to print and share scanned images by e-mail.

  In addition to the advantages above, the ScanSnap can automatically recognize the type of documents, color or black-and-white, so that the size of the scanned image file can be reduced when documents containing both color and black-and-white pages are scanned. (Moreover, the ScanSnap can automatically remove blank pages from the document to further reduce the size of the file.)

- **You can scan documents with speed and efficiency!**

  Double-sided color documents A4 or letter in size can be scanned at a speed of about 18 sheets/minute (when used with a computer with Intel® Pentium® 4 1.8GHz or higher that runs Windows® 2000, Windows® XP or Windows Vista® and with Scan mode Normal, Color mode Auto, and Compression rate 3).

- **You can eliminate the nuisance of a bulky device!**

  Smaller than a sheet of A4 or letter paper in size, the ScanSnap can fit unobtrusively on your desktop all the time.

- **You can file business cards with ease!**

  With CardMinder™, which is supplied with the scanner, business cards can be easily filed and searched for using the OCR function.

- **The Quick menu is newly added for beginners to operate the ScanSnap with automatic ease!**

  When the [SCAN] button is pressed, the Quick menu is displayed. What you should do is to select the action you want to perform on the Quick menu. The Quick menu is simple enough for first-time use by completely neophytes. (Quick menu mode)

- **You can send off the scanner image by e-mail or output the scanned image to the printer immediately after scanning!**

  Without starting applications, you can attach the scanned image to e-mail or make copies of the scanned image by outputting it to the printer.

- **You can convert paper documents into Word/Excel/PowerPoint files!**

  With ABBYY FineReader for ScanSnap™, you can convert the scanned document directly into the Word/Excel/PowerPoint file.

(*ScanSnap S510 Scanner does **NOT** comply with **TWAIN** or **ISIS** standards.)

## Manufacturer

PFU LIMITED
International Sales Dept., Imaging Business Division, Products Group
Solid Square East Tower, 580 Horikawa-cho, Saiwai-ku, Kawasaki-shi Kanagawa 212-8563, Japan
Phone: (81) (44) 540-4538

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Word, Excel and Outlook are the products of Microsoft Corporation.
Adobe, the Adobe logo, and Acrobat are either registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.
ScanSnap, the ScanSnap logo, and CardMinder are the trademarks of PFU LIMITED.
Intel and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.
Other product names are the trademarks or registered trademarks of the respective companies.

ABBYY™ FineReader™ 7.x Engine © ABBYY Software House 2005.
OCR by ABBYY Software House. All rights reserved.
ABBYY, FineReader are trademarks of ABBYY Software House.

## How Trademarks and Product Names Are Indicated In This Manual

ScanSnap:          ScanSnap S510
CardMinder:        CardMinder™ 3.2

References to operating systems (OS) are indicated as follows:

Windows 2000:      Microsoft® Windows® 2000 Professional operating system
Windows XP:        Microsoft® Windows® XP Professional operating system
                   Microsoft® Windows® XP Home Edition operating system
Windows Vista:     Microsoft® Windows Vista® Home Basic operating system
                   Microsoft® Windows Vista® Home Premium operating system
                   Microsoft® Windows Vista® Business operating system

| | |
|---|---|
| | Microsoft® Windows Vista® Enterprise operating system<br>Microsoft® Windows Vista® Ultimate operating system |
| Windows: | Windows 2000, Windows XP, and Windows Vista |
| Adobe Acrobat: | Adobe® Acrobat®<br>All descriptions in this manual are based on the premises that Adobe Acrobat supplied with the ScanSnap is used. Unless otherwise specified, Adobe Acrobat herein refers to Adobe Acrobat supplied with the ScanSnap. The version of Adobe Acrobat supplied with the ScanSnap is subject to change without notice. If the screen examples in this document differ from actual ones, please refer to "Adobe Acrobat Help." |
| ABBYY FineReader: for ScanSnap | ABBYY FineReader for ScanSnap™<br>All descriptions in this manual are based on the premises that ABBYY FineReader for ScanSnap supplied with the ScanSnap is used. Unless otherwise specified, ABBYY FineReader for ScanSnap herein refers to ABBYY FineReader for ScanSnap supplied with the ScanSnap. The version of ABBYY FineReader for ScanSnap supplied with the ScanSnap is subject to change without notice. If the screen examples in this document differ from actual ones, please refer to the help for ABBYY FineReader for ScanSnap. |

ATTENTION
The screenshots used in this manual are of Windows XP. Depending on the operating systems you are using, the screen examples and operations may differ from the actual ones.

# ■ScanSnap and the Manuals

ScanSnap S510 consists of:

1) S510: Color image scanner.

2) Carrier Sheet: A document is inserted into the sheet which is then used for scanning. You can scan large documents such as A3, B4 and 11x17 documents, and documents of irregular shapes such as clippings of newspaper.

3) ScanSnap Manager: ScanSnap's driver to scan and save documents.

4) CardMinder: Software with OCR engine to capture and manage business card data for Personal Information Manager software such as Microsoft® Outlook®.

5) ScanSnap Organizer: Software to browse and manage images scanned with ScanSnap.

6) Adobe Acrobat: De facto standard software for generating and manipulating PDF format electronic document.

7) ABBYY FineReader: Software to OCR images

scanned with ScanSnap, which allows conversion of those images into editable files in Microsoft® Word, Excel or PowerPoint® formats.

Following manuals are prepared for you:

**ScanSnap S510 Getting Started** (This manual):
Provides basic information to install and use the ScanSnap.

**ScanSnap S510 Operator's Guide**
(PDF manual included in ScanSnap Setup CD-ROM):
Provides detailed information about the installation of the ScanSnap software and hardware, operation of the scanner hardware and ScanSnap Manager.

**CardMinder User's Guide**
(PDF manual included in ScanSnap Setup CD-ROM):
Provides detailed information on how to use CardMinder.

**ScanSnap Organizer User's Guide**
(PDF manual included in ScanSnap Setup CD-ROM):
Provides detailed information on how to use ScanSnap Organizer.

For information on how to use Adobe Acrobat, please refer to "Adobe Acrobat Help."

# ■Regulatory Information

## FCC declaration

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

⚠ Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

ATTENTION
- The use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.
- The length of the AC cable must be 3 meters (10 feet) or less.

## Canadian DOC Regulations

This digital apparatus does not exceed the Class B limit for radio noise emissions from digital apparatus set out in the Radio interference Regulations of the Canadian Department of Communications.
This Class B digital apparatus complies with Canadian ICES-003.

Le présent appareil numérique n'ément pas de parasites radioélectriques dépassant les limites applicables aux appareils numériques de la classe B et prescrites dans le Réglesment sur le brouillage radioélectrique dictées par le Ministere des Communications du Canada.
Cet appareil numérique de la classe B est conformme à la norme NMB-003 du Canada.

## Bescheinigung des Herstellers / Importeurs

Für den S510 wid folgendes bescheinigt:

- In Übereinsstimmung mit den Bestimmungen der EN45014(CE) funkentstört

- Maschinenlärminformationsverordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 dB (A) oder weniger, gemäß EN ISO 7779.

## International ENERGY STAR® Program

As an ENERGY STAR® Partner, PFU LIMITED has determined that this product meets the ENERGY STAR® guidelines for energy efficiency. The International ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the penetration of energy efficient computers and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment such as computers, monitors, printers, facsimiles, copiers, scanners, and multifunction devices. Their standards and logos are uniform among participating nations.

## Use in High-safety Applications

This product has been designed and manufactured on the assumption that it will be used in office, personal, domestic, regular industrial, and general-purpose applications. It has not been designed and manufactured for use in applications (simply called "high-safety applications" from here on) that directly involve danger to life and health when a high degree of safety is required, for example, in the control of nuclear reactions at nuclear power facilities, automatic flight control of aircraft, air traffic control, operation control in mass-transport systems, medical equipment for sustaining life, and missile firing control in weapons systems, and when provisionally the safety in question is not ensured. The user should use this product with adopting measures for ensuring safety in such high-safety applications. PFU LIMITED assumes no liability whatsoever for damages arising from use of this product by the user in high-safety applications, and for any claims or compensation for damages by the user or a third party.

## About the use of mercury

| Hg | Lamp(s) inside this product contain mercury and must be recycled or disposed of according to local, state, or federal laws. |
| --- | --- |

To avoid unexpected injuries:

- Do not put the substance in the lamp in your mouth as it contains mercury.

- Do not incinerate, crush, or shred the scanner.

- Do not breathe the chemical liquid contained in the scanner parts.

## ■Conventions

## Warning Indications Used In This Manual

| ⚠WARNING | This sign warns the operator that improper use, indicated with this sign, may cause death or severe injury of the operator or people in the vicinity, if not followed. |
| --- | --- |
| ⚠ CAUTION | This sign warns the operator that improper use, indicated with this sign, may cause minor injury of the operator, or damage to equipment or property, if not followed. |

## Symbols Used In This Manual

This manual uses the following symbols in explanations in addition to warning indications

| ATTENTION | This symbol alerts operators to particularly important information. Be sure to read this information. |
| --- | --- |
| HINT | This symbol alerts operators to helpful advice regarding operation. |

A TRIANGLE symbol indicates that special care and attention is required.
The drawing inside the triangle shows the specific caution.

A CIRCLE with a diagonal line inside shows action which users may not perform.
The drawing inside or under the circle shows the specific action that is not allowed.

Outline characters on a colored background show instructions users should follow.
It may also include the drawing that shows the specific instruction.

## About the Hot Surface Hazard Warning Label

This product carries the following warning label.

The area around the part to which this warning label is affixed can become very hot. Please take serious caution as the heat can cause burns.

ATTENTION Do NOT remove the warning labels from the scanner. Avoid them from being stained, so that the warning labels are plainly visible.

## Screen Examples in This Manual

The screen examples in this manual are subject to change without notice in the interest of product improvement.
The screenshots used in this manual are of Windows XP. If the actual screens differ from those used as examples in this manual, operate by following the actual ones referring to the User's manual of the scanner.
The screenshots used in this manual are for ScanSnap Manager, CardMinder, ScanSnap Organizer, Adobe Acrobat and ABBYY Fine Reader for ScanSnap.

## About Maintenance

Repairs should be done by properly trained repair technicians.
When this product needs servicing, please contact the store where you purchased it or any authorized FUJITSU Image Scanner service provider.

## Safety Precautions

FOLLOW THESE INSTRUCTIONS AND BE SURE TO HEED ALL WARNINGS AND CAUTIONS DESCRIBED BELOW.

⚠WARNING

The following describes important warnings.

| | |
|---|---|
| | Do not touch the power plug with wet hands. Doing so might cause electric shock. |
| | A damaged AC cable may cause fire or electric shock. Do not place heavy objects on AC cables, or pull, bend, twist, heat, damage or modify AC cables. Also, do not use damaged AC cables or power plugs, and AC cables or power plugs when the wall socket is loose. |
| | Use only specified AC cables and connector cables. Failure to use the correct cables might cause electric shock and equipment failure. Do not use the AC cable, AC adapter and other cables provided with this product for other devices, since this might cause equipment failure and other troubles or an electric shock. |
| | Use this scanner only at the indicated power voltage and current. Improper power voltage and current might cause fire or electric shock. Also, do not connect to multiple-power strips. |
| | Wipe off any dust from metal parts on the power plug or metal fittings with a soft, dry cloth. Accumulated dust might cause fire or electric shock. |
| | Do not install the scanner in locations subject to oil smoke, steam, humidity, and dust. Doing so might cause a fire or electric shock. |
| | If you detect heat coming from the device or detect other problems such as smoke, strange smells or noises, immediately turn off the scanner and then disconnect its power plug. Make sure that the smoking has stopped, and then contact the store where you bought the scanner or an authorized FUJITSU scanner service provider. |
| | If the scanner is damaged for any reason, turn off the scanner and unplug the power cable before contacting the store where you purchased the scanner. |
| | Do not insert or drop metal objects into the scanner. Do not scan wet documents or documents with paper clips or staples. Do not splash or allow the scanner to get wet. |
| | If foreign objects (water, small metal objects, liquids, etc.) get inside the scanner, immediately turn off the scanner and disconnect the power plug from the power outlet, then contact the store where you bought the scanner or the Maintenance Service Center. Pay particular attention to this warning in households where there are small children. |
| | Do not take apart or modify the scanner. The inside of the scanner contains high-voltage components. Touching these components might cause fire or electric shock. |

Do not use any aerosol sprays or alcohol based sprays to clean the scanner.

Dust blown up by strong air from the spray may enter the inside of the scanner. This may cause the scanner to fail or malfunction, or errors in scanned images. Sparks, caused by static electricity, generated when blowing off dust and dirt from the outside of the scanner may cause a fire.

When you perform cleaning, make sure that the inside of the scanner is free of any foreign object, and be careful not to get your hand or the cloth caught on the pick spring (metal part) as a deformed pick spring (metal part) may cause injury.

⚠ CAUTION

The following describes important cautions.

Install the scanner on a desk so that none of its parts protrude outside of the desktop. Also, make sure that the scanner is installed on a flat, level surface

Do not install the scanner on unstable surfaces. Install the scanner on a level surface that is free of vibration to prevent it from falling.

Install the scanner on a strong surface that will support the weight of the scanner and other devices.

Firmly insert the power plug into the power outlet as far it can go.

Install the scanner away from strong magnetic fields and other sources of electronic noise. Also, protect the scanner from static electricity as this might cause the scanner to malfunction.

When the scanner is not used for a long period, be sure to disconnect the power plug from the power outlet for safety.

Do not install the scanner in the direct sunlight or near heating apparatus. Doing so might cause excessive heat to build up inside the scanner, causing fire or scanner trouble. Install the scanner in a well-ventilated location.

Do not block the ventilation ports. Blocking the ventilation ports generates heat inside of scanner, which may result in fire or scanner failure.

Do not place heavy objects on the scanner or use the scanner's top surface for performing other work. Improper installation might cause injuries.

Do not move the scanner with the power and interface cables connected as this might damage the cables, causing fire, electric shock or injuries.

Before moving the scanner, be sure to disconnect the power plug from the power outlet, and disconnect data cables. Also, make sure that the floor is free of obstructions.

Avoid touching any scanner mechanism when scanning as this may cause injuries.

Do not use the device immediately after moving it from a cold place to a warm room. This may cause condensation, which might lead to scanning errors. Let the device dry about one or two hours before you use it.

When handling the paper or Carrier Sheet, be careful not to cut your fingers by the paper or Carrier Sheet.

# 1. Preparation

This chapter describes necessary preparations before using ScanSnap.

> **ATTENTION**
> Do not connect the scanner to your PC before installing "ScanSnap Manager". If the scanner is connected before installing ScanSnap Manager, it will not operate correctly. Refer to Chapter 2 for the installation of ScanSnap Manager.

## 1.1. Checking the Contents of the Package

When you unpack the scanner package, make sure that all parts are included.
Refer to the package contents list included in the scanner package box.

## 1.2. Names and Functions of Parts

This section describes the names and functions of parts.

### ■Front View

**Paper chute**
Open this cover when using the scanner.
⇨ Opening the cover turns ON the scanner.
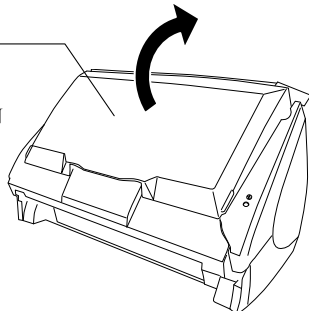
**Cover open lever**
Pull this lever to open the ADF cover.

**Paper chute**
Open it and load the documents onto this part when scanning documents.

**Side guide**
Adjust these guides to the documents width for preventing skewed

**ADF**
(ADF: Automatic Document Feeder)

**Stacker**
For using this part, pull it out as shown in the figure.
⇨ Documents are ejected from the ADF onto this tray.
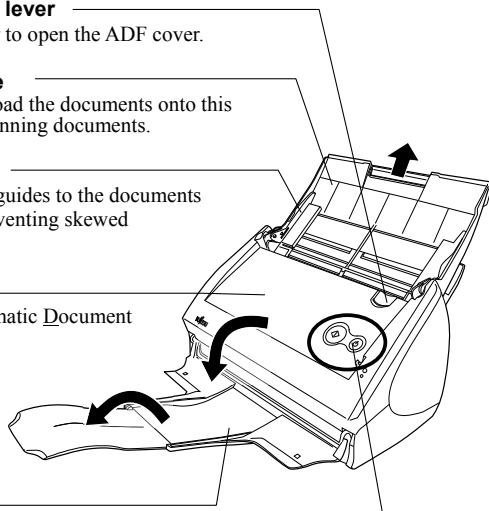
**Operation Buttons**

### ■Operation Buttons
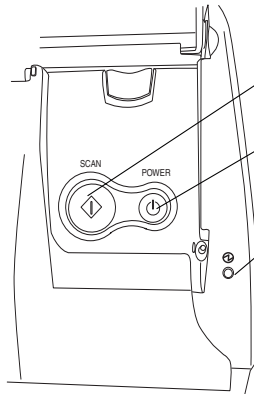
**[SCAN] button**
Starts scanning.

**[POWER] button**
Turns on/off the power supply.

**Power Indicator**
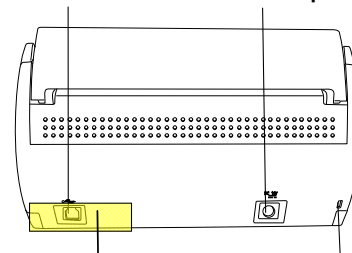Indicates the scanner status of the power supply to the scanner.
Blue (Solid):      Ready
Blue (Blinking):   Scanning
Orange:            Error
Light off:         Power off

### ■Rear View

**USB connector**

**AC adapter connector**

**Seal (reminds you that the supplied software has to be installed first):** After installing ScanSnap Manager onto your computer, remove this seal to connect the scanner to the PC.

**Security cable slot**
Plug a commercially available security cable into this slot (anti-theft)

> **HINT**
> For the Document Specification, refer to the "**ScanSnap S510 Operator's Guide**" stored in ScanSnap Setup CD-ROM.

> **ATTENTION**
> The scanner is turned on/off automatically, when you open/close the Paper chute cover. To turn off the scanner when the cover is opened, press the [POWER] button.

# 2. Connecting ScanSnap

This chapter describes how to connect ScanSnap to your PC.

## 2.1. Installing the Supplied Software

Before connecting the scanner to your computer, please install the following software on your PC.

① Adobe Acrobat (Application)
② ABBYY FineReader for ScanSnap (Application)
③ ScanSnap Manager (Driver)
④ ScanSnap Organizer (Application)
⑤ CardMinder (Application)

Each software is supported by the following OS:

| | Windows 2000 | Windows XP | Windows Vista |
|---|---|---|---|
| ① | ✓*3 | ✓*2 | - |
| ② | ✓ | ✓*1 | ✓ |
| ③ | ✓ | ✓*1 | ✓ |
| ④ | ✓ | ✓*1 | ✓*4 |
| ⑤ | ✓ | ✓*1 | ✓ |

*1: Service Pack 1 or later
*2: Service Pack 2 or later
*3: Service Pack 4 or later
*4: The Search function is based on Adobe Acrobat functions. To use the Search function in Windows Vista, install any version supported by Windows Vista. Without a supported version of Adobe Acrobat, the search function is not guaranteed to work properly.

> **ATTENTION**
> - **Be sure to install "ScanSnap Manager" before connecting the scanner to your PC.** If the scanner is connected before installing ScanSnap Manager, the "Found New Hardware Wizard" appears (This screen may differ depending on the used OS). In this case, click the **[Cancel]** button to close the wizard.
> - When the ScanSnap is connected to a PC, It is not possible to simultaneously connect other models (ScanSnap fi-5110EOX series, ScanSnap S500 or ScanSnap S300) or another S510 to the same computer.
> - If any driver of the ScanSnap fi-4110EOX series has already been installed on your computer, uninstall it before starting the installation.
> - If the driver of ScanSnap fi-4010CU has already been installed, it is not necessary to uninstall it. You can connect ScanSnap fi-4010CU and S510 to a PC simultaneously.
> - Log on as a user with "Administrator" privileges.
> - ScanSnap S510 system requirements are:
>
> | | Windows XP/2000 | Windows Vista |
> |---|---|---|
> | CPU: | Intel® Pentium® 4 1.8GHz or higher | Intel® Pentium® 4 1.8GHz or higher |
> | Memory: | 256MB or more | 512MB or more |
> | | (512MB or more when Excellent is used) | |
>
> * If the CPU and the memory do not meet the recommended requirements or the USB version is 1.1, the scanning speed will slow down.

## 2.1.1. Installing Adobe Acrobat

Please prepare the Adobe Acrobat CD-ROM.

> **ATTENTION**
> Install the same language version of Adobe Acrobat as your Windows. Adobe does not guarantee the use of Acrobat on a different language platform.
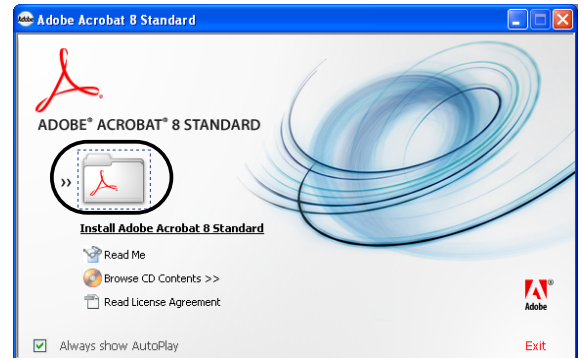
1. Insert the "Adobe Acrobat CD-ROM" into the CD drive.

   ⇨The "Adobe Acrobat" window appears.

   > **HINT**
   > This dialog box is not displayed automatically when the "Auto play" setting of your computer is deactivated. In this case, run "**AutoPlay.exe**" of this CD-ROM directly using Windows Explorer or My Computer.

2. Click on the folder icon.



3. Click the [Next] button.



   ⇨Installation is started and the setup dialog box appears.

4. Follow the on-screen instructions to install the software.

   > **HINT**
   > Select "How to install" on the "Adobe Acrobat" dialog box to learn more about the Adobe Acrobat installation.
   > Refer to "**Adobe Acrobat Help**" about how to use Adobe Acrobat.

## 2.1.2. Installing ABBYY FineReader for ScanSnap

Please prepare the ABBYY FineReader CD-ROM.

1. Insert the "ABBYY FineReader CD-ROM" into the CD drive.

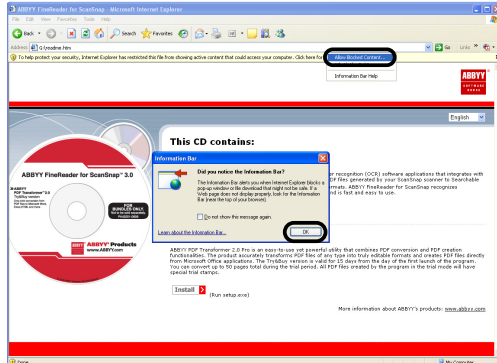   ⇨The "ABBYY FineReader for ScanSnap" screen appears.

---

ATTENTION

- If Windows XP Service Pack 2 is installed in your computer, you may see the following dialog box when inserting the CD-ROM described above. Click the [Yes] button to show the "ABBYY FineReader for ScanSnap" screen.
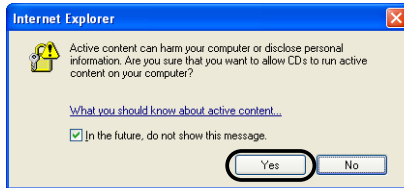


  If the [In the future, do not show this message.] checkbox is marked, you will not see this window when inserting a CD-ROM that attempts to connect to Microsoft Internet Explorer in the future.

- You may see [Information Bar] below instead of the message above. If so, first, click the [OK] button and then the yellow part with a warning for options. Next, select [Allow Blocked Content] from the menu.



- Finally, click the [Yes] button on the [Security Warning] dialog to proceed.



---
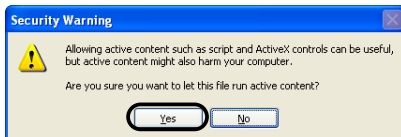
2. Click [Install>] to proceed with installation.

---

ATTENTION

The "ABBYY FineReader for ScanSnap" window may not be displayed when the "Autorun" setting on your CD drive is disabled. In this case, run "**autorun.exe**" in this CD-ROM directly using "Explore" or "My computer."
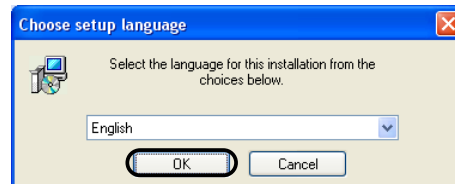
---
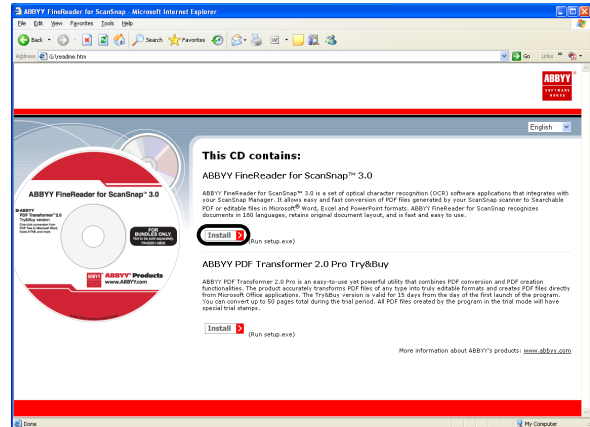


⇨The file folder containing the setup.exe file appears.
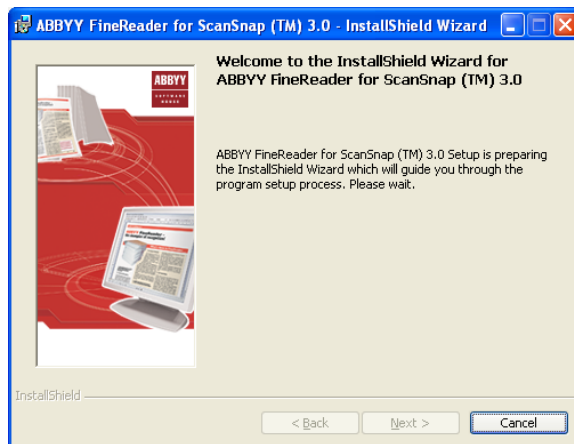
3. Double-click the [Setup.exe] icon.
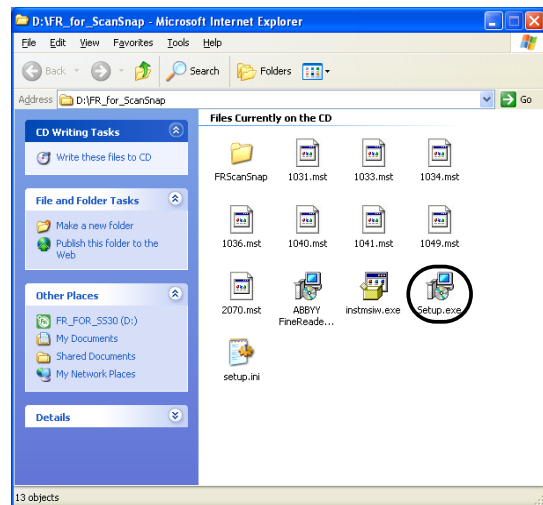


4. Select the language for this installation and click [OK].



   ⇨The InstallShield Wizard for ABBYY FineReader for ScanSnap appears.

8

5. Follow the on-screen instructions to install the software.

## 2.1.3. Installing ScanSnap Manager, ScanSnap Organizer and CardMinder

Please prepare the ScanSnap Setup CD-ROM.

1. Insert the "ScanSnap Setup CD-ROM" into the CD drive.

   ⇨ The "ScanSnap Setup" dialog box appears.

   HINT
   This dialog box is not displayed automatically when the "Auto play" setting of your computer is disabled. In this case, run "**Setup.exe**" of this CD-ROM directly using a browser window such as "Explore".

2. Click the [Install Products] button.



   ⇨ The installation of ScanSnap Manager, ScanSnap Organizer and CardMinder starts up, and the wizard window appears.

3. The setup window appears. Follow the instructions on the window to install the application.

---

HINT
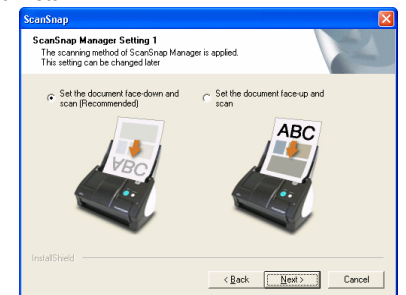The following window appears during the installation.
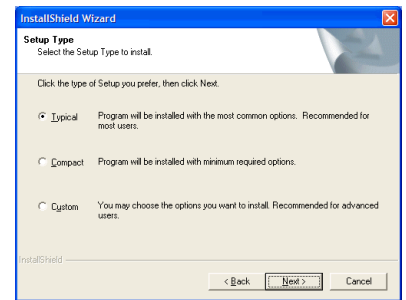


**[Typical]** <<u>Recommended</u>>
"ScanSnap Manager", "ScanSnap Organizer", and "CardMinder" are installed along with the manuals for these programs.
**[Compact]**
"ScanSnap Manager" is installed along with its manual.
**[Custom]**
You can select the software and the manuals to install.



**[Set the document face-down and scan (Recommended)]**
Select when loading the document face-down and upside-down on the ScanSnap.
**[Set the document face-up and scan]**
Select when loading the document face-up and upside up.
(Note: You can change this after installation. This dialog box will not appear after reinstallation. The setting before reinstallation will be effective.)
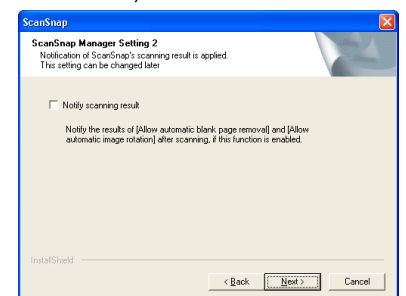


Specifies whether to carry out "Notify scanning result" after scanning.
If the check box is selected, the notification screen showing whether the following functions were carried out or not appears.
● Allow automatic blank page removal
● Allow automatic image rotation
(Note: You can change this after installation. This dialog box will not appear after reinstallation. The setting before reinstallation will be effective.)

4. After the installation is completed, please restart your computer.

| ATTENTION | Refer to the "**ScanSnap S510 Operator's Guide**" in the ScanSnap Setup CD-ROM to learn more about the installation of ScanSnap Manager, ScanSnap Organizer and CardMinder. |
|---|---|

# 2.2. Connecting the ScanSnap

After ScanSnap Manager has been installed and computer has been restarted, please connect the ScanSnap.

## 2.2.1. Connecting the AC cable

⚠ CAUTION

Do not use AC adapters other than the following

| Manufacturer | AC-adapter model number |
|---|---|
| LEI | NU40-2160250-I3 |
| SANKEN ELECTRIC CO,. LTD | SEB55N2-16.0x (x= A-Z or Blank) |

1. Connect the AC cable to the AC adapter (collectively called the power cable).
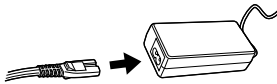


| ATTENTION | Use only the supplied AC cable and AC adapter (power cable). |
|---|---|

2. Plug the power cable into the power connector on the back side of the ScanSnap, and the other end to a wall outlet.



Outlet

Power cable

Power connector
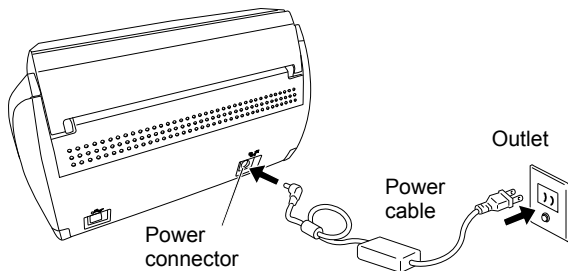
## 2.2.2. Connecting the USB cable

Follow the procedure below to connect the USB cable.

| ATTENTION | • Use only the USB cable supplied with this scanner. The operation using a commercial USB cable is not guaranteed.<br>• When connecting to a USB hub, be sure to connect the scanner to the hub nearest to your computer (first stage). If you connect it to a USB hub from the second stage onwards, ScanSnap may not operate correctly.<br>• If you connect the scanner with USB 2.0, it is required that the USB port and the Hub are compliant with USB 2.0. The scanning speed may slow down when you connect the scanner with USB 1.1. If your computer has the USB 2.0 compatible port, use it. |
|---|---|

1. Remove the seal from the USB connector on the back side of the ScanSnap.

2. Connect the USB cable to the USB connector on the ScanSnap, and the other end of the USB cable into the USB port on your personal computer.



USB cable
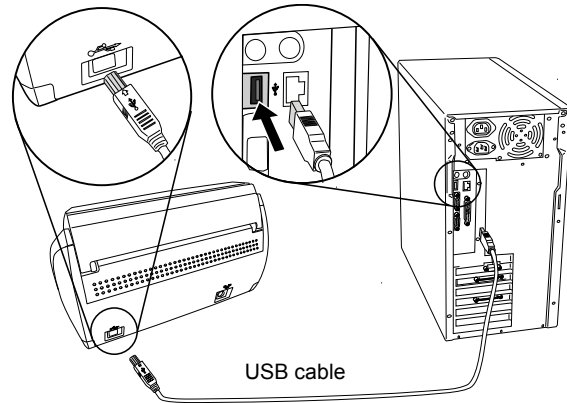
3. Open the Paper chute of ScanSnap.

   ⇨ ScanSnap is automatically detected by your computer.

4. The ScanSnap is added as new hardware.

   How to add hardware varies depending on the operating system running on your computer.

   **For Windows 2000**
   The "Digital Signature not Found" dialog box appears. Click the [Yes] button.

   ⇨ The ScanSnap is added to your computer as new hardware.

   **For Windows XP**
   1) When the "Found New Hardware Wizard" dialog box appears, select "No, not this time" and then click the [Next >] button.
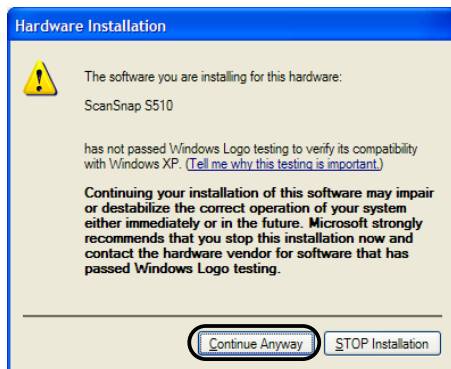


   *The window above only appears when the Service Pack 2 is installed.

   2) Select how to install the software required for the hardware and click the [Next >].

   ⇨ The "Hardware Installation" dialog box appears.
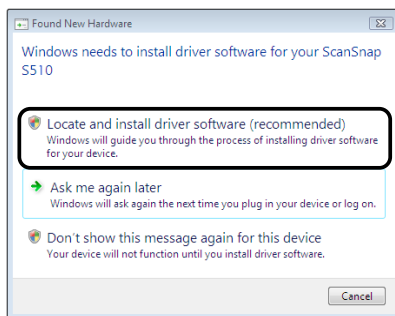
3) Click the [Continue Anyway] button. .



➪ The window to notify completion of installation appears.
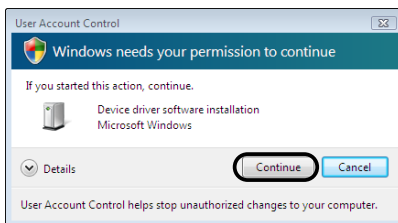
4) Click the [Finish] button.
➪ The ScanSnap is added to your computer as new hardware.
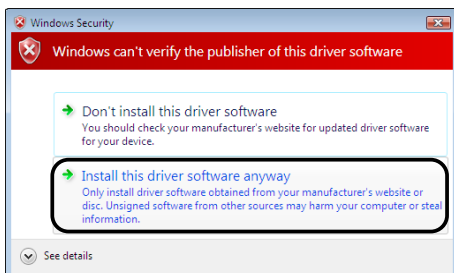
**For Windows Vista**
1) When "Found New Hardware" window appears, Select "Locate and install driver software (recommended)".



2) On the "User Account Control" window, click the [Continue] button.



3) On the "Windows Security" window, select "Install this driver software anyway".



➪ The ScanSnap is added to your computer as new hardware.

The installation of ScanSnap is complete!

---

ATTENTION

The "ScanSnap Manager" icon in the task bar is displayed as 🅢.

When the icon remains as 🄔, press the [POWER] button to turn off the scanner and then press the [POWER] button again to restart the scanner. (Allow at least 5 seconds when you turn on/off the scanner.)

# 3. How to Use ScanSnap

This chapter describes basic operation of ScanSnap.

## 3.1. Scanning Documents

With "ScanSnap", you can turn paper office documents on your desk into digital files, save them, attach them to e-mail, print them, and convert them into Word/Excel/PowerPoint data just by pressing a single button. The scanned image can be viewed on the screen using the supplied applications (Adobe Acrobat, ScanSnap Organizer, CardMinder).

Three typical usages are:

- Create digital backups of general office documents in PDF format.
  You can edit them later using Adobe Acrobat. Adobe Acrobat allows you to make full use of the scanned information by using the OCR (Optical Character Recognition) function to recognize the image of the text portion, the security function to set passwords, etc.
  (Note: For information on using Adobe Acrobat, please refer to [Adobe Acrobat Help].)

- With the "Action List", attach the scanned documents to e-mail, print them out with a printer, share them over the network, as well as convert them into Word/Excel/PowerPoint files by using the OCR function.

> **HINT**
> **Action List**
> The ScanSnap has frequently-used functions at the ready in the Action List to help you make efficient use of your time at your office.
> Refer to the "**ScanSnap S510 Operator's Guide**" in the ScanSnap Setup CD-ROM to learn more about the Action List.

- Scan and manage business cards. With "**CardMinder**", scan, recognize and edit business cards, and export the data to a popular personal information manager application such as Microsoft® Outlook®.

## 3.2. About the Scan Settings

You can change ScanSnap settings by using "**ScanSnap Manager**".

1. Right-click the "ScanSnap Manager icon" ⑤ on the task bar and select [SCAN Button Settings] from the Right-click menu to change the setting at scanning with the [SCAN] button.
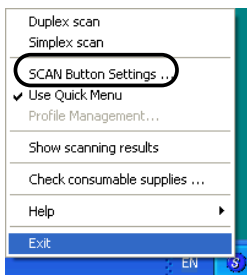
   ⇨ The "ScanSnap Manager - Scan and Save Settings" dialog box appears.

2. Change the scan settings on the "ScanSnap Manager - Scan and Save Settings" dialog box.
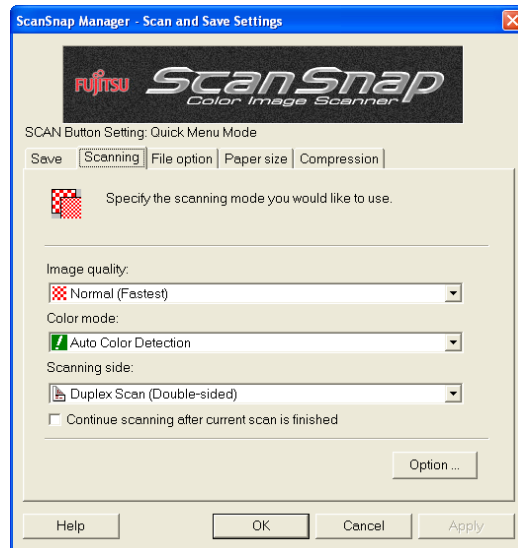


There are six tabs used to configure the scan options at maximum (The number of tabs displayed and items that can be configured vary depending on the Operation mode*.):

**[Application]**
Selects the application for viewing the scanned images. This is not displayed when the Quick Menu Mode is set (initial setting) in the "Settings…".

**[Save]**
Specifies the folder and file name to save the scanned images.

**[Scanning]**
Specifies the quality of the scanned image.

**[File option]**
Selects the file format (PDF, JPEG) for saving the scanned images.

**[Paper size]**
Selects the size of the document to be scanned and specifies the Carrier Sheet settings.

**[Compression]**
Selects the compression rate of a file.
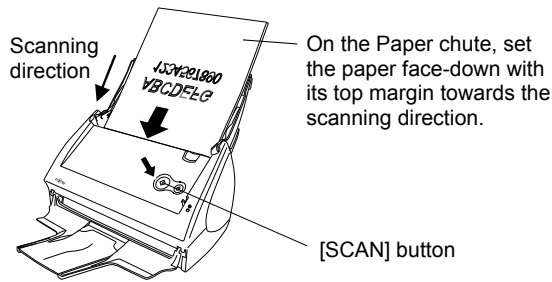
> **HINT**
> **Operation Mode**
> - There are two operation modes: [Quick Menu Mode] and [Left-Click Menu Mode]. Configurable items differ depending on the mode.
>   The [Quick Menu Mode] is used by default. Scanning method in this mode is explained in this manual.
> - Refer to the "**ScanSnap S510 Operator's Guide**" in the "**ScanSnap Setup CD-ROM**" to learn more about the [Left-Click Menu Mode].

3. Click the [OK] button to finish the configuration.

   ⇨ The new settings are enabled.

## 3.3. Scanning Office Documents

1. Load the documents onto the scanner.



Scanning direction

On the Paper chute, set the paper face-down with its top margin towards the scanning direction.

[SCAN] button

ATTENTION: In step 3 of "2.1.3 Installing ScanSnap Manager, ScanSnap Organizer and CardMinder", if you select "**Set the document face-up and scan**", set the document as follows.
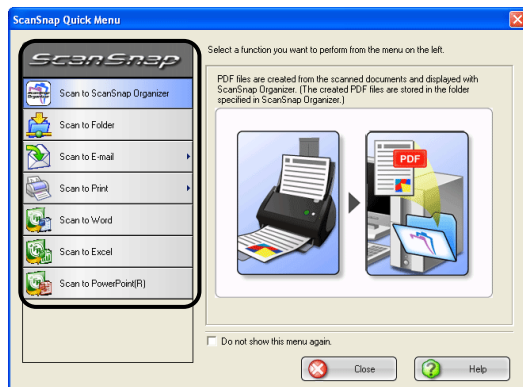


Set the paper face-up with its bottom margin towards the scanning direction
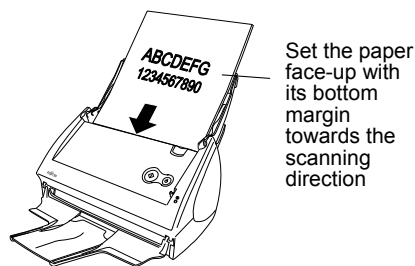
2. Press the [SCAN] button.

⇨ Scanning starts.

⇨ When the scanning is completed, the ScanSnap Quick Menu appears.

3. Select an action you want to perform in the Action List.



Scan to ScanSnap Organizer:
 ScanSnap Organizer is started to display the scanned images.
 (This button is not displayed in the Action List unless ScanSnap Organizer is installed.)

Scan to Folder:
 The scanned images are saved in the specified folder in the network.

Scan to E-mail:
 An e-mail program is started with the PDF files attached to e-mail.

Scan to Print:
 The scanned images are printed with a printer.

Scan to Word:
 The scanned images are processed through OCR with ABBYY FineReader for ScanSnap and converted into Word files. (This button is not displayed in the Action List unless ABBYY FineReader for ScanSnap is installed.)

Scan to Excel:
 The scanned images are processed through OCR with ABBYY FineReader for ScanSnap and converted into Excel files. (This button is not displayed in the Action List unless ABBYY FineReader for ScanSnap is installed.)

Scan to PowerPoint(R):
 The scanned images are processed through OCR with ABBYY FineReader for ScanSnap and converted into PowerPoint files. (This button is not displayed in the Action List unless ABBYY FineReader for ScanSnap is installed.)

⇨ An application corresponding the selected action starts up to perform the selected action.

HINT: The scanning method above is the case that the [Quick Menu Mode] is applied.
If you switched to the [Left-click Menu Mode], you can perform the scanning operation with the specified application without the Quick Menu displayed. You can also switch to any settings for scanning if you register scanning configurations to the Left-click Menu in advance. When you became accustomed to the ScanSnap operation, switch the Operation Mode during operation when needed.
The Operation Mode can be switched by right-clicking the ScanSnap icon on the task bar and then marking [Use Quick Menu].
The ScanSnap scanner is able to scan documents using various settings. Refer to the "**ScanSnap S510 Operator's Guide**" on the "**ScanSnap Setup CD-ROM**" to learn more.

# 3.4. Scanning with the Carrier Sheet

If you use the Carrier Sheet, you can scan large documents such as A3 and B4 size documents, and documents of irregular shapes such as clippings of newspaper.

## 3.4.1. Creating Facing Pages in One Image

Fold the document in half, scan it in duplex scanning mode, and then merge both front and back side images to make a double-page spread image.

> ATTENTION
> When you scan with the Carrier Sheet, a detection error likely occurs in the folded portion, which may lose part of the page image. Therefore, this function is not recommended for scanning where accuracy is critical.

Here, as an example, this section explains how to scan an A3-size document.
If you are scanning an A3 document, it is not possible to load it onto the scanner as it is. Fold the document in half and scan it following the procedure below.
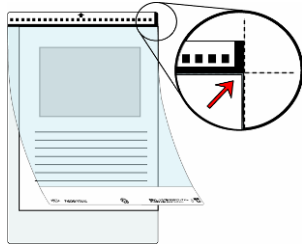
1. Spread the page to be scanned facing outwards and fold it in half from the center.

   Fold it tightly and smooth out the crease so that the folded portion does not appear puffed.
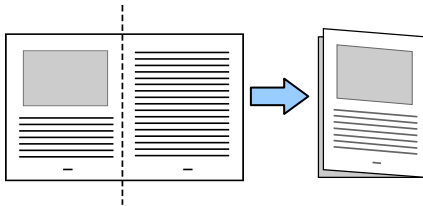
2. Open the Carrier Sheet and place the folded document inside.

   Align the fold with the right edge of the Carrier Sheet so that the document fits into the Carrier Sheet at the upper corner.

3. Load the Carrier Sheet onto the ScanSnap.
   - Load the Carrier Sheet with the portion striped in black and white as the leading edge as shown in the right figure.
   - When the Carrier Sheet is used for scanning, continuous scanning is not possible. Scan one piece or one sheet at one time.
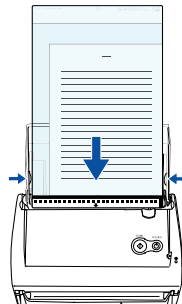
4. Press the [SCAN] button.

   ⇨ The front and back images are merged into a double-page spread image.
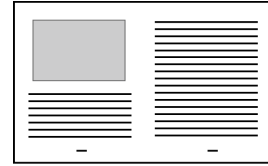
> HINT
> The loading method and ScanSnap Manager's settings differ according to the documents to be scanned. Refer to "**ScanSnap S510 Operator's Guide**" on the "**ScanSnap Setup CD-ROM**" for details.

## 3.4.2. Scanning irregular-shaped Documents

This section explains how to scan documents that are difficult to scan as it is.

1. Right-click the ScanSnap Manager icon 🅢 on the taskbar and select [SCAN Button Settings].
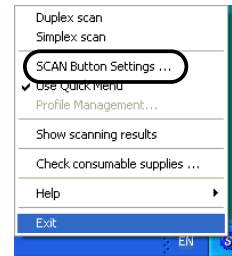
   ⇨ The "ScanSnap Manager - Scan and Save Settings" dialog box appears.

2. On the [Paper size] tab, click the "Carrier Sheet Settings…" button.
   ⇨ The "Carrier Sheet Settings" dialog box appears.

3. On the "Carrier Sheet Settings" window, select "Create front and back images separately" in the "Mode" drop-down list, and then click the [OK] button.

4. Open the Carrier Sheet and place the document inside.

   Neatly align the top of the material with the top of the Carrier Sheet. Center the material so that it is entirely contained in the Carrier Sheet.
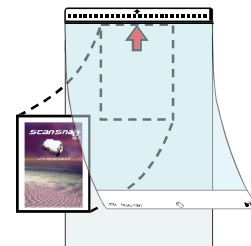
5. Load the Carrier Sheet onto the ScanSnap.
   - Load the Carrier Sheet with the portion striped in black and white as the leading edge as shown in the right figure.
   - When the Carrier Sheet is used for scanning, continuous scanning is not possible. Scan one piece or one sheet at one time.
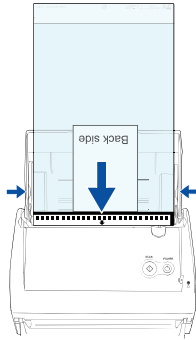
6. Press the [SCAN] button.
   ⇨ Scanning starts.

   ⇨ The image is centered and output in the specified size.

   | HINT | The loading method and ScanSnap Manager's settings differ according to the documents to be scanned. Refer to "**ScanSnap S510 Operator's Guide**" on the "**ScanSnap Setup CD-ROM**" for details. |
   |---|---|

## 3.5. Scanning Business Cards

1. From the [Start] menu, select [All Programs] ⇨ [CardMinder V3.2] ⇨ [CardMinder V3.2]. After CardMinder is started, make sure that CardMinder is active (its window is brought to the front.)

   | ATTENTION | You cannot scan Business Cards from Quick Menu. |
   |---|---|

2. Load the business cards onto the scanner. Adjust the side guides to the business card width.

   Side guide

   Business card
   (Set it face down)
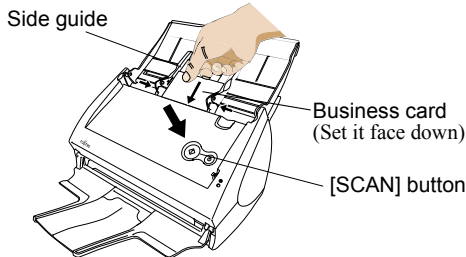
   [SCAN] button

3. Press the [SCAN] button.

   ⇨ Scanning starts.

   ⇨ The "CardMinder" window appears and displays the recognized character data, name, company, and e-mail address.

4. The following window appears.
   Select a business card from the Data list. Check the data in the Recognition result field of this window. Correct the data if there is any recognition mistake.

   [Microsoft Outlook] button          Scanned image

   Data list          Recognition result
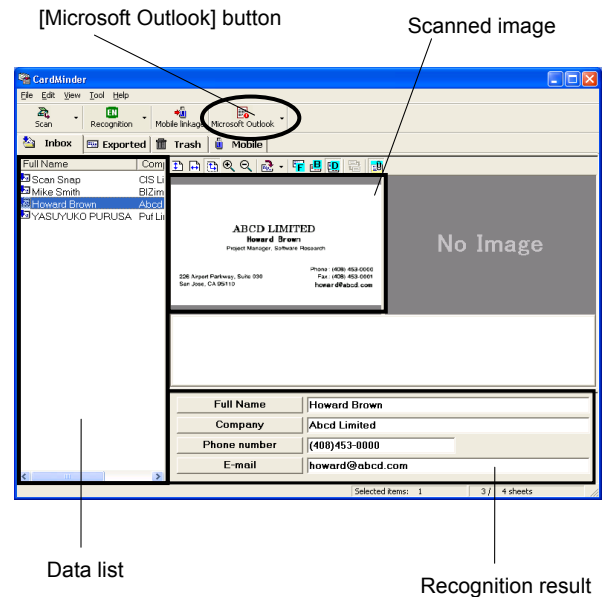
5. For Outlook, confirm the business card data and select the cards you wish to export to Outlook. Click the [Microsoft Outlook] button on the Toolbar. Then the data is exported to Outlook.

   | HINT | You can export the data (recognition results) to the following applications:<br>• Microsoft® Windows® Mail (In Windows Vista®)<br>• Microsoft® Outlook® 2000/2003/2007<br>• Outlook Express 6.0<br>• ACT!™ 6.0<br>• GoldMine® 6.0<br>Or you can also save the data in CSV format to export them to other applications, such as Excel. Refer to the "**CardMinder User's Guide**" for details. |
   |---|---|

6. Start Outlook to confirm the imported business card data.

7. To close "CardMinder", select [Exit] in the [File] menu.

   | HINT | "CardMinder" provides also various other functions.<br>Refer to "**CardMinder User's Guide**" on the "**ScanSnap Setup CD-ROM**" for details. |
   |---|---|

# 3.6. ScanSnap Organizer

ScanSnap Organizer is a software application that thumbnails image files (e.g., in PDF and JPEG) so you can manage them easily. Images scanned by the ScanSnap can be displayed without opening and folders can be created for different purposes. Also, for files with multiple pages, you can check the images by turning the pages on the thumbnail displayed.

1. From the [start] menu, select [All Programs] ⇨ [ScanSnap Organizer] ⇨ [ScanSnap Organizer], the screen below appears.

**Folder View**
Lists folders managed in ScanSnap Organizer.
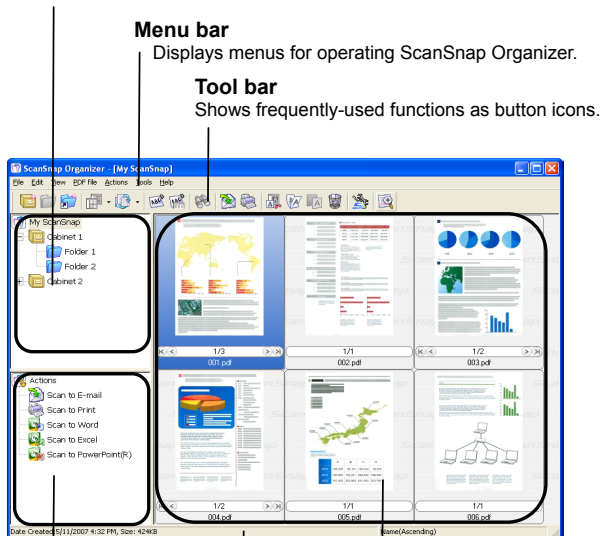
**Menu bar**
Displays menus for operating ScanSnap Organizer.

**Tool bar**
Shows frequently-used functions as button icons.



**Actions menu**
Displays icons to use the selected files.

**File View**
Displays PDF or JPEG files in the selected folder as thumbnails.

**Status bar**
Displays the total number of files in the File view, the date the selected file was created, the file listing sequence, and the size of the selected file.

2. Select a desired file from the File view.

3. From the [File] menu, select [ScanSnap Organizer Viewer].
   ⇨ The file is displayed in the ScanSnap Organizer Viewer window.

HINT
With ScanSnap Organizer Viewer, you can also open the file by:
- Right-clicking on the file and selecting [ScanSnap Organizer Viewer] from the pop-up menu, or
- Double-clicking on the file.* You need to select the [ScanSnap Organizer Viewer] radio button under [Mouse operation] on the [General Settings] tab in the [Options] dialog box opened from the [Tools] menu in advance.

**Menu bar**
Displays menus for operating ScanSnap Organizer Viewer.

**Toolbar**
Shows frequently-used functions as button icons.
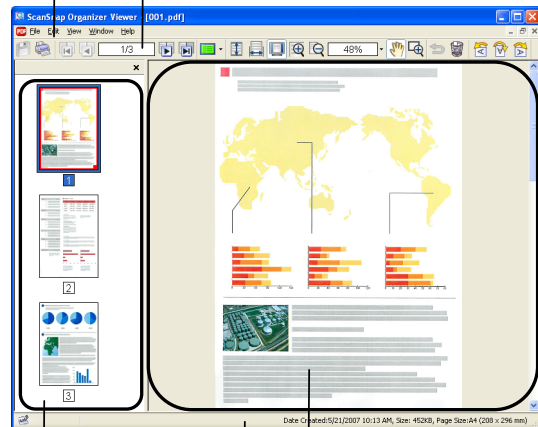


**Pages Panel**
Displays PDF/JPEG files in thumbnail view.

**Page View**
Displays the page currently selected in the Pages panel.

**Status Bar**
Displays the file information (file icon [appears if locked/signatured/editable], date created, file size, and page size) are shown.

4. Edit the file on ScanSnap Organizer Viewer.
   With ScanSnap Organizer Viewer, you can rotate, delete, move, and/or insert particular page(s) of scanned file.

HINT
Refer to "**ScanSnap Organizer User's Guide**" on the "**ScanSnap Setup CD-ROM**" for details.

# 4. Troubleshooting

This chapter describes common problems during the usage of ScanSnap and how to remedy them.

## 4.1. Troubleshooting Checklist

Before you ask for repair service, please check the following items.
**If you cannot solve the problem even after checking the following items, contact the store where you purchased the scanner, or contact an authorized FUJITSU scanner service provider.**

| Symptom | Check This Item | Remedy |
|---|---|---|
| The scanner cannot be turned on. | Are the AC/USB cable and the AC adapter connected correctly? | Correctly connect the AC/USB cable and AC adapter. |
| | | Disconnect the AC adaptor/cable (power cable) and reconnect them again. (Note: Wait at least 5 seconds before reconnecting the power cable.) |
| | Is the Paper chute cover closed? (The scanner's power supply is controlled by closing/opening the Paper chute cover.)` | Open the Paper chute cover. |
| | Is Windows normally started up? (This scanner's power is controlled by turning on/off the computer.) | Wait until Windows has started up completely. The ☉ LED may turn off when Windows is starting up or in sleeping mode. |
| | Did you press the [POWER] button to turn off the scanner? (The scanner can be turned off by pressing [POWER] button when the paper chute cover is opened.) | Press the [POWER] button on the scanner. |
| Scanning does not start. | Is the USB cable properly connected? | Connect the USB cable correctly. (When a hub is used, check the hub's power supply.) |
| | Does the ☉ LED light blink continuously? | Disconnect the AC adaptor/cable (power cable) and reconnect them again. (Note: Wait at least 5 seconds before reconnecting the power cable.) |
| | Has ScanSnap Manager been installed? | Install ScanSnap Manager. (Refer to page 9.) |
| | Is ScanSnap Manager started? (If ScanSnap Manager is started up successfully, the "ScanSnap Manager" icon ⓢ appears on the task bar.) | If the "ScanSnap Manager" icon is not displayed, select [Start] ⇨ [All Programs] ⇨ [ScanSnap Manager] - [ScanSnap Manager] to start ScanSnap Manager. |
| | Is ScanSnap Manager running properly? (If ScanSnap Manager is not running properly, the "ScanSnap Manager" icon in the task bar is displayed as ⊖.) | Do the following:<br><br>1. Update ScanSnap Manager driver. On the [Start] menu, select [Control panel] ⇨ [System] ⇨ [Hardware] ⇨[Device Manager]. In the [Device Manager], right-click [ScanSnap S510] and select [Update Driver] from the menus displayed. If this does not improve the situation, perform step 2<br><br>2. Turn the ScanSnap OFF and ON again. If this does not improve the situation, perform step 3. (Note: Wait at least 5 seconds before turning the scanner on.)<br><br>3. If a USB hub is used, directly connect the ScanSnap to your PC. If this does not improve the situation, perform step 4.<br><br>4. Restart your PC.<br><br>If none of the above operations resolve the problem, uninstall and re-install ScanSnap Manager. For how to uninstall ScanSnap Manager, refer to "Appendix B Uninstalling ScanSnap" in "ScanSnap S510 Operator's Guide." |

| Symptom | Check This Item | Remedy |
|---|---|---|
| | Did you resume the computer from the hibernation state? | When you perform scanning after resuming the computer from the hibernation state, move the mouse or press any key before scanning. |
| Vertical lines appear in the scanned image. | Is the inside of the ADF dirty? | Clean the inside of the ADF following the instructions in "**5. Daily Care**". |
| The generated image shifts or is distorted. | Is the document loaded correctly? | Load the document correctly.<br>Refer to "ScanSnap S510 Operator's Guide" section 3.3 |
| The image scanned is too light or too dark. | Is the "Brightness (Black and White scanning only)" setting on [Option] of the [Scanning] tab set to extremely Light or Dark? | Adjust "Brightness" at [Scanning] - [Option] in the "ScanSnap Manager - Scan and Save Settings" dialog box. |
| Lines on the document are blurred.<br>(Example: Ruled lines on a table cannot be seen.) | Are you scanning in color mode, documents including handwritten or typed text, tables or frames with ruled lines? | The color mode is used for capturing colored images like photos in high quality. For other documents including textual content, select the check box for [Setting for text only document] at [Scanning] - [Option] in the "Scan and Save Settings" window.<br>If it does not improve even after you have tried this method, change "Image quality…" setting. |
| Scanning speed is very slow. | Does your PC satisfy the recommended system requirements? | Check the system requirements in the ScanSnap S510 Operator's Guide.<br>Scanning speed will be slower whenever the CPU and memory requirements are not met.<br>If this is the case, at [Scanning] - [Option] in the "ScanSnap Manager - Scan and Save Settings" dialog box, clear the check boxes of the following to increase the scanning speed.<br> - Correct skewed character strings automatically<br> - Allow automatic image rotation |
| | Is the USB 1.1 connected?<br>Note: When using an USB1.1 interface, the data transfer rate may be slower due to large data sizes. | If your PC has an USB 2.0 port, connect the scanner to this port. (If using a USB hub, it must also support USB 2.0 interfaces.) **(*1)** |
| Multi-feeds **(*2)** occur frequently. | Is the Pad ASSY dirty? | Clean the Pad ASSY following the instructions in "**5.3. Cleaning Inside of the scanner**". |
| | Is the Pad ASSY worn out? | Replace the Pad ASSY following the instructions in "**6.2. Replacing the Pad ASSY**". |
| | Is the document stack thicker than 5 mm? | Reduce the number of sheets of the document stack to 5 mm thickness or less. |
| Paper is not fed (stops midway). | Is the Pick roller dirty? | Clean the Pick roller following the instructions in "**5.3. Cleaning Inside of the scanner**". |
| | Is the Pick roller worn out? | Replace the Pick roller following the instructions in "**6.3. Replacing the Pick Roller**". |
| | Are there any debris on the document feeding path? | Remove any debris from the document feeding path. Refer to "**4.2. Clearing Paper Jams**". |
| | Do the loaded documents satisfy the conditions described in section 3.2 on the "ScanSnap S510 Operator's Guide"?<br>If not, they might not pass smoothly through the ADF. | Try the following:<br>・Slightly push through with your finger the first sheet of the documents at the start of scanning.<br>・Change the insertion direction of the document. |
| The scanner is not recognized even if ScanSnap Manager is installed. | Did you connect the scanner to your PC before installing ScanSnap Manager?<br>Is the scanner registered as "Other device" in the "Device Manager"? | On the [Start] menu, select [Control panel] ⇨ [System] ⇨ [Hardware] ⇨ [Device Manager]. Delete the device name such as USB device (differs with the OS) under "Other Device" selection in the [Device Manager] and restart your PC. |
| The file size of a scanned black & white image is the same as that of a scanned color document image. | Is the B&W document scanned in the color mode? | Select "B&W" from the [Color mode] drop-down list on the [Scanning] tab in the "ScanSnap Manager - Scan and Save Settings" dialog box. |

| Symptom | Check This Item | Remedy |
|---|---|---|
| Images on the back of pages, which are printed-through, are overlaid on the scanned image when scanning a two-sided document. (This is called "noise" of the back side image). | Is the "Setting for text only document." checkbox cleared in the "Read mode option" dialog box ([Option] on the [Scanning] tab of the "ScanSnap Manager - Scan and Save Settings" dialog box)? | Mark the "Setting for text only document." checkbox. |
| Scanned images are not displayed on the screen (when "Allow automatic blank page removal" is enabled). | When "Allow automatic blank page removal" is enabled, almost blank documents with only a few characters may be accidentally recognized as blank pages and removed from scanned image data. | Right-click "ScanSnap Manager" icon on the task bar, select [SCAN Button Settings] ⇨ [Scanning] tab and click the [Option] button. Then clear the "Allow automatic blank page removal" checkbox. |
| The scanned images cannot be read. | Have you scanned documents written in small letters? | When small letters are squashed, right-click "ScanSnap Manager" icon on the task bar, select either "Best" or "Excellent" in the [Scanning] tab and scan them again. |
| Scanned images are skewed. | Are the documents fed into the ADF with skew of more than +-5 degrees? | The "Correct skewed character strings automatically" function can correct skewed images up to +-5 degrees. Load the document onto the scanner so that the document skew does not exceed this limit. |
| | Depending on the contents of document, the automatic image deskew may not work properly. | Refer to "ScanSnap S510 Operator's Guide" section 4.2. |
| The orientation of scanned images is not displayed correctly (when "Allow automatic image rotation" is enabled). | Depending on the contents of document, the automatic image rotation may not work properly. | Refer to "ScanSnap S510 Operator's Guide" section 4.2 |
| A profile cannot be created with currently configured settings. | Is the ScanSnap in Quick Menu Mode? | To create a profile with settings you want to use, uncheck [Use Quick Menu] and switch to Left-Click Menu Mode. Refer to "ScanSnap S510 Operator's Guide" section 4.3. |
| The document is not fed properly or gets jams. | 1. Is the inside of the scanner dirty? 2. Are you scanning one of the following? Thin paper Torn paper Folded paper | 1. Clean the dirty locations 2. Use the Carrier Sheet for each page if you have difficulties feeding the document. |
| When the document is scanned with the Carrier Sheet, a message, "Document size incorrect", appears or part of the page image is lost. | Did you put multiple small-size materials (photos/post cards) in the Carrier Sheet for scanning? | Put only one small-size material (a photo/ a post card) in Carrier Sheet per scanning. |
| | --- | A detection error in the folded portion may cause part of the page image be lost. In such case, set the document so its edge will be about 1 mm inside of the Carrier Sheet frame. |
| When the document is scanned with the Carrier Sheet, a paper jam occurs frequently. | --- | Feed about 50 sheets of PPC paper or recycled paper, and then scan the document by using Carrier Sheet. * You can use either unused or used PPC/recycled paper. |
| Black lines are produced on the scanned document. | Is the scanned documents written with a pencil? | It is recommended to use Carrier Sheet for scanning. If you are not using the Carrier Sheet for scanning such documents, clean rollers as often as possible. For information about how to clean rollers, refer to "**5.3. Cleaning Inside of the scanner**". |

| Symptom | Check This Item | Remedy |
|---|---|---|
| Part of page image is lost /Slant lines are produced on the page image/The output image is wider than the original. | With "Automatic detection" being selected in the "Paper size" drop-down list, was the document skewed during a scan? | Neatly align the edges of paper sheets with Side Guide.<br>*If you are scanning documents of mixed paper sizes, marking the "Scan mixed paper size" checkbox, carefully load smaller documents so that they can be fed straight.<br>If those documents cannot be fed straight, it is recommended to scan only documents of about the same size at a time. |
| The ScanSnap Quick Menu is hidden. | Is the ScanSnap in Left-Click Menu Mode? | Mark [Use Quick Menu] on the Right-Click Menu. |
| | Is ScanSnap Organizer or CardMinder running? | If these applications are running and one of them is active, the ScansSnap interacts with the active application and scanned images are opened with it. Therefore, the ScanSnap Quick Menu is not displayed.<br>To display the ScanSnap Quick Menu, exit these applications or deselect them.<br>Refer to "ScanSnap S510 Operator's Guide 4.6 About Automatic Interaction with Applications". |
| The left-Click Menu is hidden. | Is the ScanSnap in Quick Menu Mode? (Does the Quick Menu appear after scanning?) | On the Right-Click Menu, uncheck [Use Quick Menu]. |
| | Is the "ScansSnap Manager - Scan and Save Settings" dialog box open? | Close the "ScanSnap Manager - Scan and Save Settings" dialog box. |
| Application cannot be selected in the "ScanSnap Manager - Scan and Save Settings" dialog box. | Is the ScanSnap in Quick Menu Mode?<br>In Quick Menu Mode, you do not have to select an application beforehand. You can select an application in the ScanSnap Quick Menu after scanning. | If you want to select an application in advance, use Left-Click Menu Mode. To use Left-Click Menu Mode, uncheck [Use Quick Menu] on the Right-Click Menu. |
| Business cards cannot be scanned when the ScanSnap Quick Menu is used. | In Quick Menu Mode, business cards cannot be scanned. | Start CardMinder, and then press the [SCAN] button with CardMinder being active, Scanned business card images are displayed in CardMinder. |
| Files created by using the ScanSnap cannot be opened with a specified application. (For example, an error occurs when you try to open a PDF file with Adobe Acrobat.) | Is a folder specified as the Image saving folder on another personal computer or a hard disk on the network?<br>For those who answered "Yes" to the above question: did an error occur while files scanned with the ScanSnap were being saved (because, for example, a LAN cable came off)?<br>If such network-related errors occur, files may not be saved properly, and corrupted files may exist in the folder. | Verify the location of the Image saving folder, and then delete corrupted files, if any. After that, retry scanning. |
| When you try to execute "Scan to Word / Excel / PowerPoint(R)," an error message "Insufficient memory" or "Not enough memory" is displayed and conversion cannot be executed. | Is the installed memory size larger than the recommended size? | Install additional memory if the installed memory size is smaller than the recommended size. |
| | Are other applications running?<br>Other applications consume memory resources, so that enough memory cannot be allocated for execution of this function. | Exit other applications, and then retry scanning. |
| | Did you scan a large number of pages at one time?<br>This function, "Scan to Word / Excel / PowerPoint(R)," requires large memory. If a large number of pages are scanned at one time, memory may become insufficient. | Refer to a "Hint" in "ScanSnap S510 Operator's Guide 5.5 Converting into Word / Excel / PowerPoint Files" and change settings for the virtual memory. |
| | Did the above methods improve the situation? | If the above three methods did not improve the situation, install additional memory. |

| Symptom | Check This Item | Remedy |
|---|---|---|
| The text recognition accuracy decreases significantly when you execute "Scan to Word / Excel / PowerPoint(R)." | Did you try to scan documents having extremely small characters? Or, did you try to scan low-quality documents having smeared or unclear characters?<br><br>Note: The optimum scanning settings depend on the document type. Find the most suitable settings in "Remedy" on the right. | In the [ScanSnap Manager - Scan and Save Settings] dialog box, select "Better," "Best," or "Excellent" at [Image quality:] on the [Scanning] tab and scan the document again.(Note that it takes time to recognize characters when you select "Excellent" as this option enlarges the size of the image data.) |
| | | In the [ScanSnap Manager - Scan and Save Settings] dialog box, slide the control toward "Low" for "Compression rate" on the [Compression] tab and scan the document again. |
| | | Depending on the document type, the scanned results may not be as expected, or the characters may not be correctly recognized. For more information, refer to "About the OCR function of ABBYY FineReader for ScanSnap" in Section 5.5 "Converting into Word / Excel / PowerPoint Files" in the "ScanSnap S510 Operator's Guide." |
| | Is the document to scan skewed? | The more the document is skewed, the greater the possibility of character misrecognition.<br>Neatly align the document edges to the side guides of the scanner and retry scanning. |

*1) To confirm whether the scanner is connected with USB1.1 or USB2.0, right-click ScanSnap Manager icon on the task bar and select [Help] ⇨ [About ScanSnap Manager], then click [Detail] button on "Version Information" window. [USB type] is displayed in [Scanner and driver information].

*2) A "Multi-feed" is a phenomenon where two or more sheets of paper are fed simultaneously into the scanner.

Visit our Web site for your reference. Other useful information will be posted on the FAQ corner at the following Web site.
http://scansnap.fujitsu.com

## 4.2. Clearing Paper Jams

1. Open the ADF while pulling the Cover open lever.
2. Remove the jammed document.
3. Close the ADF.
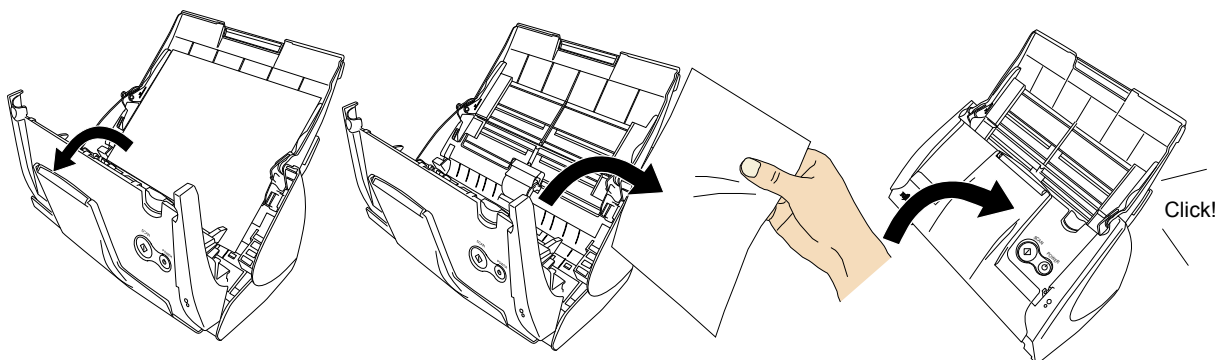


⇨ You should hear the ADF click when it returns to its original position.

# 5. Daily Care

This chapter describes how to clean the ScanSnap.

⚠ **WARNING**

## Fire/Electric Shock

- Before cleaning the scanner, disconnect the AC adapter from the power outlet.
- Do not use any aerosol sprays or alcohol based sprays to clean the scanner.
  Dust blown up by strong air from the spray may enter the inside of the scanner. This may cause the scanner to fail or malfunction, or errors in scanned images. Sparks, caused by static electricity, generated when blowing off dust and dirt from the outside of the scanner may cause a fire.

## 5.1. Cleaning Materials

| Cleaning Materials | Parts No. | Remarks |
|---|---|---|
| Cleaner F1 | PA03950-0352 | 1 bottle (100ml)    (*1) |
| Cleaning wipe | PA03950-0419 | 1 pack (24 sheets) (*1) (*2) |

*1) To purchase the cleaning material, contact the store where you purchased the scanner or an authorized FUJITSU scanner service provider.

*2) Pre-moistened with Cleaner F1, Cleaning Wipes are used instead of moistened cloths.

## 5.2. Cleaning the Scanner Exterior

Clean the scanner exterior with a cloth moistened with a small amount of neutral detergent or Cleaner F1 (sold separately).

ATTENTION
- Never use paint thinner or other organic solvents.
- During the cleaning, prevent water or moisture from getting inside the scanner.
- It may take long before the cleaner vaporizes if a large quantity is used. When cleaning the scanner parts, dampen a cloth with modest quantities of the cleaner. In addition, wipe off the cleaner completely with a soft lint-free cloth to leave no residue on the surface of the cleaned parts.

Cloth

Neutral detergent or Cleaner F1
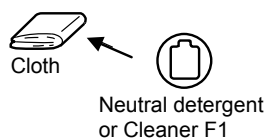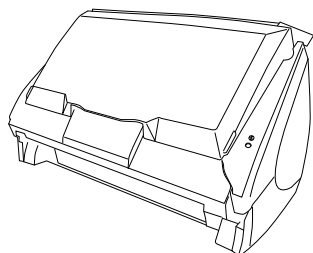
Paint thinner

## 5.3. Cleaning Inside of the scanner

Clean inside of the scanner with a cloth moistened with Cleaner F1.
In an alternating succession of scanning documents, the accumulated paper-powder and dust inside the scanner causes a scanning error.
As a guideline, clean the ADF every 1,000 scans. Note that this guideline varies according to the type of documents you are scanning. For example, the ADF must be cleaned more frequently when scanning documents on that the toner has not been sufficiently fixed on.
Clean the ADF according to the following procedure referring to the illustrations.

⚠ **WARNING**

The glass surface inside the ADF becomes hot during the scanner operation.
Before you start cleaning the inside of the scanner, disconnect the AC adapter from the outlet, and wait at least 15 minutes to let the scanner cool down.
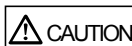
⚠ **CAUTION**

When you perform cleaning, make sure that the inside of the scanner is free of any foreign object, and be careful not to get your hand or the cloth caught on the pick spring (metal part) as a deformed pick spring (metal part) may cause injury.
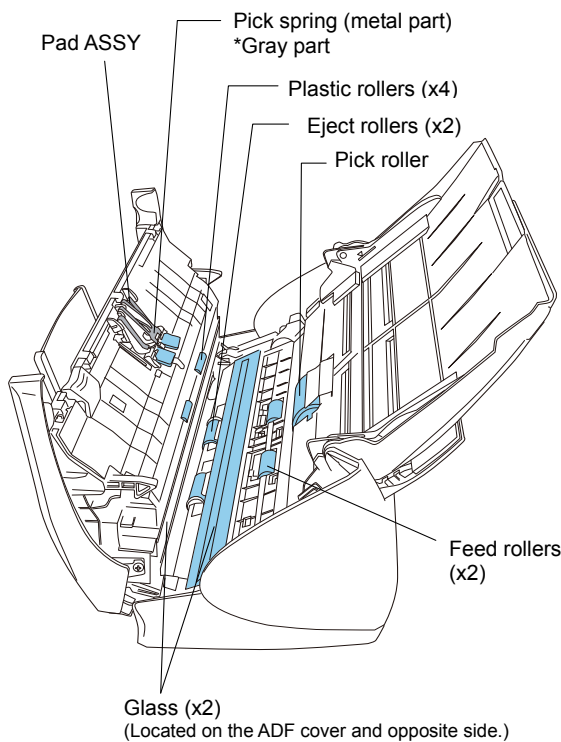
ATTENTION
- Never use water or neutral detergent to clean the inside of the scanner.
- It may take long before the cleaner vaporizes if a large quantity is used. When cleaning the scanner parts, dampen a cloth with modest quantities of the cleaner. In addition, wipe off the cleaner completely with a soft lint-free cloth to leave no residue on the surface of the cleaned parts.

1. Open the ADF while pulling the Cover open lever.

ADF

Cover open lever
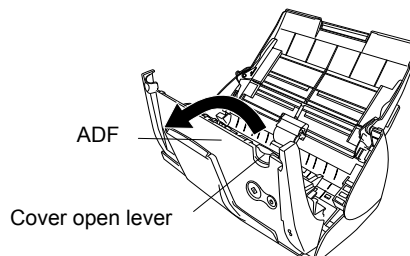
2. Clean the following locations with a cloth moistened with Cleaner F1.



Pad ASSY
Pick spring (metal part) *Gray part
Plastic rollers (x4)
Eject rollers (x2)
Pick roller
Feed rollers (x2)
Glass (x2)
(Located on the ADF cover and opposite side.)

### Turn off the scanner before cleaning the following locations.

#### Pad ASSY (x 1)

Wipe the pad assy downwards. When cleaning the pad assy, be careful not to get your hand or the cloth caught on the pick spring (metal part).

#### Glass (x2 on the ADF and the opposite side)

Clean lightly.

#### Pick roller (x1)

Clean lightly taking care not to scratch and damage the surface of the roller. Take particular care in cleaning the Pick roller as black debris on the roller adversely affects the pickup performance.

#### Plastic rollers (x4 on the ADF cover)

Clean them lightly while rotating the rollers with your fingers. Take care not to roughen the surface of the rollers. Take particular care in cleaning the plastic rollers, as black debris on the rollers adversely affects the pickup performance.

### Turn on the scanner before cleaning the following locations. Clean the following rollers, while rotating them.

#### Feed rollers (x2)

Clean the rollers lightly taking care not to roughen the surface of the rollers. Take particular care in cleaning the feed rollers, as black debris on the rollers adversely affects the pickup performance.

#### Eject rollers (x2)

Clean the rollers lightly taking care not to roughen the surface of the rollers.
Take particular care in cleaning the eject rollers, as black debris on the rollers adversely affects the pickup performance.

To rotate the feed rollers and the eject rollers, press the [POWER] button while holding down the [SCAN] button.
As a guideline, six presses of the [POWER] button and the [SCAN] button simultaneously make the rollers to rotate one full turn.



① While holding down the [SCAN] button…

② …press the [POWER] button.
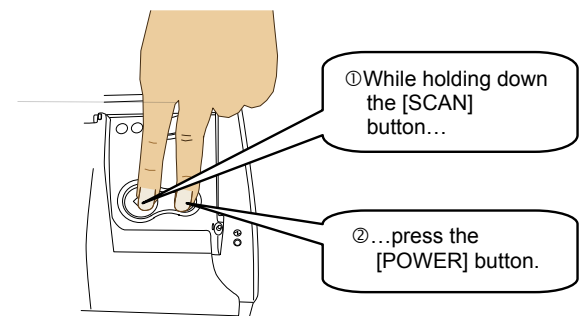
> **ATTENTION**
> Connect the AC adapter and AC cable only when cleaning the Feed rollers and the Eject rollers.

3. Close the ADF.



ADF
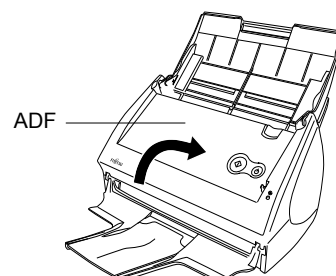
> **ATTENTION**
> When you closed the ADF, make sure that it is completely closed. Otherwise, paper jams or other feeding troubles may occur.

## 5.4. Cleaning the Carrier Sheet

If the Carrier Sheet is used extensively, dirt and dust may stick onto the surface or the interior and cause scanning errors. Clean it regularly.

<Cleaning method>
Use a dry, soft cloth, or a soft cloth slightly moistened with Cleaner F1 or a mild detergent to lightly clean off the dirt and dust from the surface and the interior of the Carrier Sheet.

ATTENTION

- Never use paint thinner or other organic solvents.
- Do not rub too hard. Otherwise, the Carrier Sheet may be scratched or be deformed.
- After cleaning the interior of the Carrier Sheet with Cleaner F1 or a mild detergent, dry the Carrier Sheet completely before closing it.
- As a guideline, it is recommended to replace the Carrier Sheet every 500 scans.
  Refer to "**6.4. Purchasing the Carrier Sheet**" for details on purchasing a Carrier Sheet.

# 6. Consumables/Carrier Sheet

This chapter describes how to replace and purchase consumables and regular replacement parts.

⚠️ **WARNING**

## Fire/Electric Shock

Before you replace the consumables, disconnect the AC adapter from the power outlet to turn off the scanner.

## 6.1. Part Numbers and Replacement Cycle of Consumables

The following table lists the part numbers of consumables and shows rough guidelines for replacing these parts.

| No. | Description | P/N | Replacement Cycle |
|-----|-------------|-----|-------------------|
| 1 | Pad ASSY | PA03360-0002 | 50,000 scan or one year |
| 2 | Pick roller | PA03360-0001 | 100,000 scans or one year |

These replacement cycles are rough guidelines when A4/Letter wood-free paper 64 g/m$^2$ (17 lb) is used. The actual cycle may differ depending on the scanned paper. Use only the consumables specified by PFU LIMITED.

> **HINT**
> To estimate when the consumables will have to be replaced and to get an overlook of the already scanned pages, refer to the following:
> 1. Right-click the "ScanSnap Manager" icon 🅢 on the task bar.
> 2. Click [Check consumable supplies] at the menu.

Duplex scan
Simplex scan

SCAN Button Settings ...
✔ Use Quick Menu
Profile Management...

Show scanning results

Check consumable supplies ...

Help ▶

Exit

EN
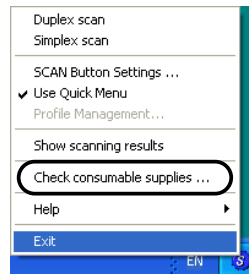
(The window ("Check consumable status" screen) that indicates how many times consumables have been used will be displayed.

ScanSnap Manager - Check consumable status

Number of times the consumables are used. Reset the consumable counter when the consumable is replaced.

| | counter | | Target value to change supplies |
|---|---|---|---|
| Total Page Count: | 150834 | | |
| Pick Roller Count: | 100000 | Reset | Pick roller: 100000 sheets |
| Pad ASSY Count: | 50000 | Reset | Pad ASSY: 50000 sheets |

OK      Help
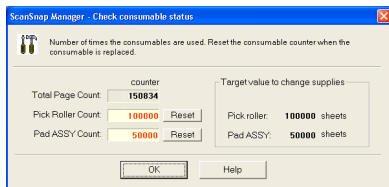
Replace the consumables referring to "Target value to change supplies" as a rough guideline.
For details about consumables and where to purchase them, visit the following Website or contact the Fujitsu scanner dealer where you purchased your scanner.
[Website] http://scansnap.fujitsu.com/

## 6.2. Replacing the Pad ASSY

Replace the Pad ASSY following the procedure below.

1. Remove the documents on the Paper chute.

2. Open the ADF while pulling the Cover open lever.



Paper chute

ADF

Cover open lever
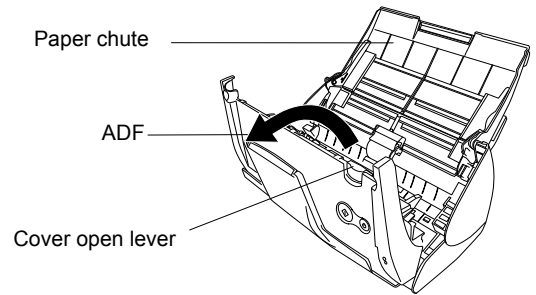
3. Remove the Pad ASSY.
   Pull out the Pad ASSY in the direction of the arrow while pinching both ends of the Pad ASSY.



Pad ASSY

ADF
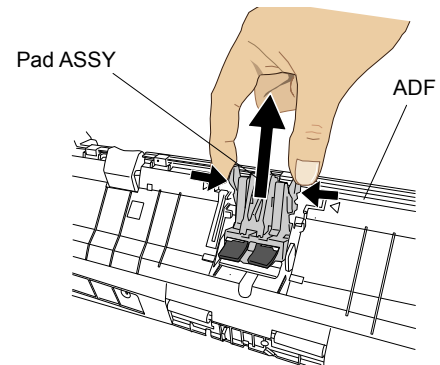
4. Attach the new Pad ASSY.



Pad ASSY

ADF
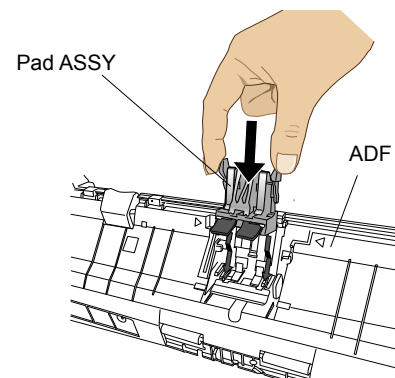
> **ATTENTION** ✋
> Make sure that the Pad ASSY is completely attached. Otherwise, document jams or other feeding errors may occur.
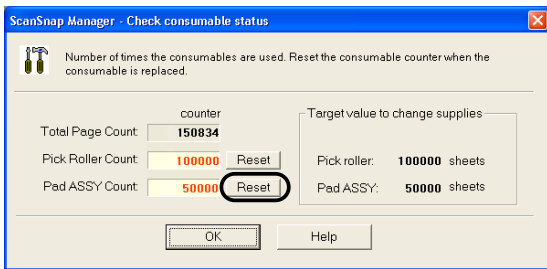
5. Close the ADF.



ADF
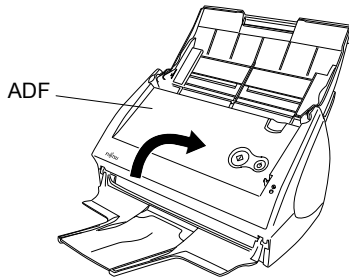
⇨ You should hear the ADF click when it returns to its original position.

6. Turn on the scanner.

⇨ ScanSnap Manager icon changes from 🔴 to 🅢.

7. Right-click the "ScanSnap Manager" icon 🅢 on the task bar, and select [Check consumable supplies] from the menu.

8. In the "Check consumable status" window, click the [Reset] button of Pad ASSY Count.



ScanSnap Manager - Check consumable status

Number of times the consumables are used. Reset the consumable counter when the consumable is replaced.

| | counter | | Target value to change supplies | |
|---|---|---|---|---|
| Total Page Count: | 150834 | | | |
| Pick Roller Count: | 100000 | Reset | Pick roller: | 100000 sheets |
| Pad ASSY Count: | 50000 | Reset | Pad ASSY: | 50000 sheets |

OK    Help

⇨ The counter is reset to "0".

# 6.3. Replacing the Pick Roller

Replace the Pick roller following the procedure below.

1. Remove the document on the Paper chute.

2. Open the ADF while pulling the Cover open lever.



Paper chute

ADF

Cover open lever
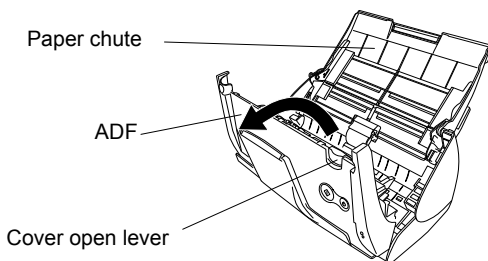
3. Adjust the Side guide to the "A5" size.
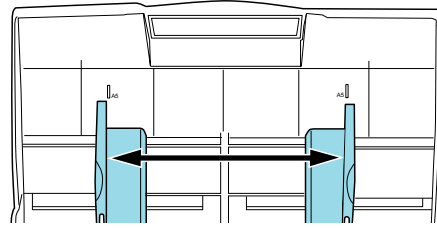


4. Remove the Sheet guide.
Pinch the Pickup tabs on the Sheet guide to pull the Sheet guide to remove it.



Sheet guide    Pickup tab
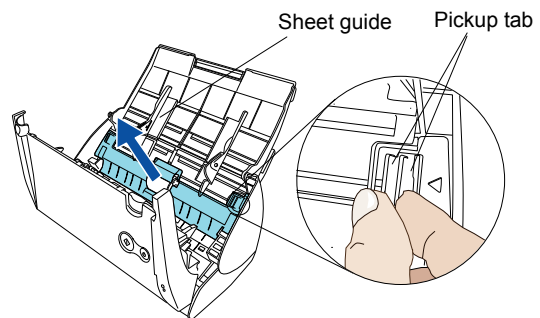
5. Rotate the Pick roller bushing (left side) in the direction of the arrow.

Pick roller



Pick roller bushing
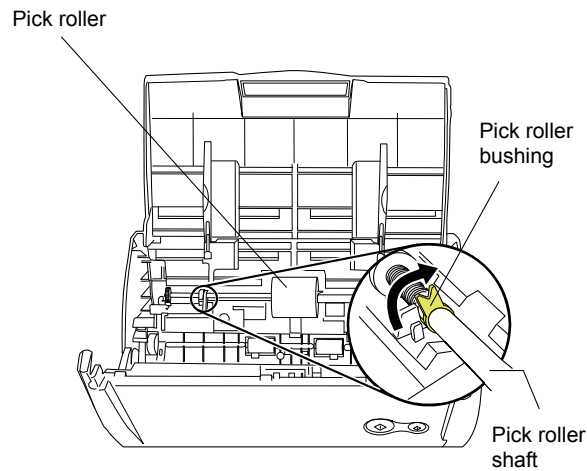
Pick roller shaft

6. Remove the Pick roller with its shaft.
Slightly pull up the left part of the Pick roller shaft (about 5mm), move it towards the left side, and then raise it to remove from the scanner.
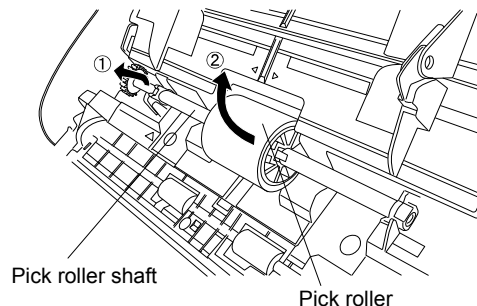


Pick roller shaft

Pick roller

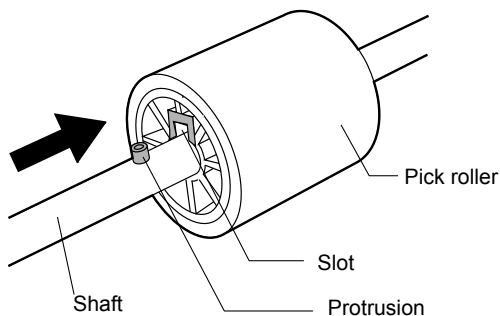7.  Remove the Pick roller from its shaft.
    Pull out the shaft from the Pick roller while lifting up
    its tab.
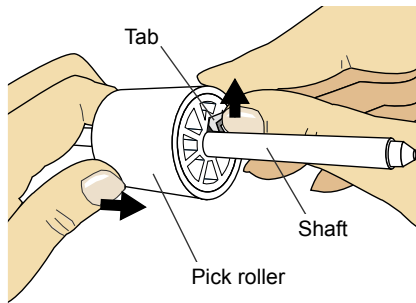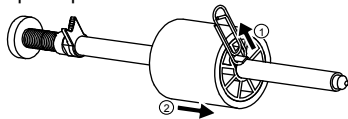
8.  Attach the new Pick roller to the shaft.
    Insert the shaft aligning the protrusion with the slot
    on the new Pick roller.



9.  Install the Pick roller with its shaft to the scanner.
    Insert the right end of the shaft to the roller bushing
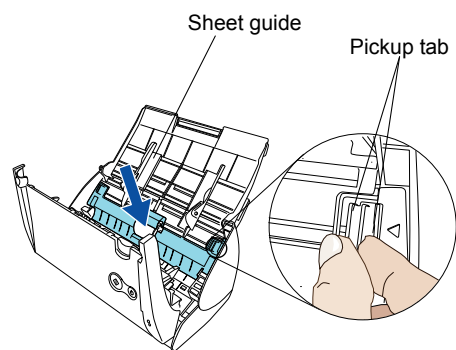    (right), and set the shaft to the slot while lowering it.
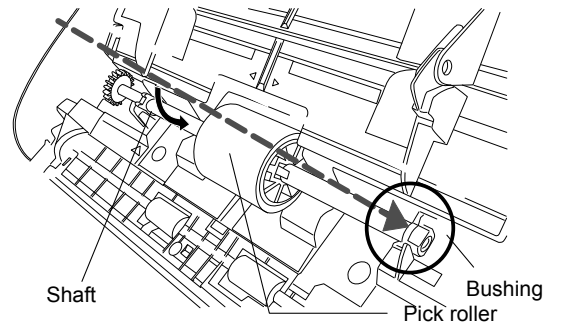


10. Fix the Pick roller bushing (left) by rotating it in the
    direction of the arrow.
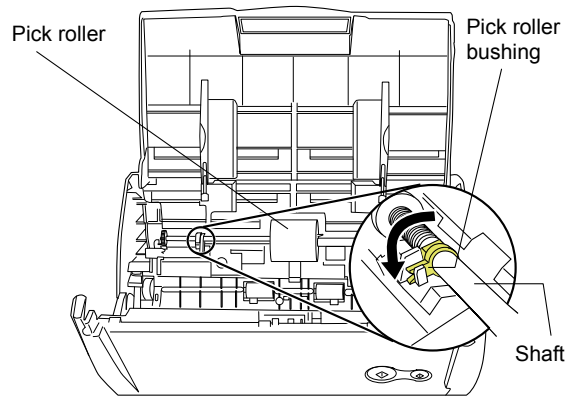
11. Attach the sheet guide to the scanner.
    Pinch the pickup tabs on the sheet guide and attach
    the sheet guide to the scanner.



⇨ You should hear the sheet guide click when it
   returns to its original position.
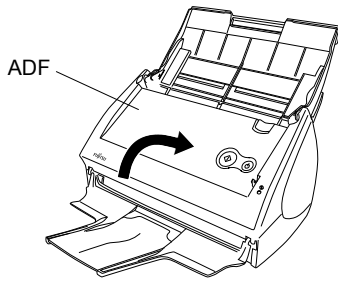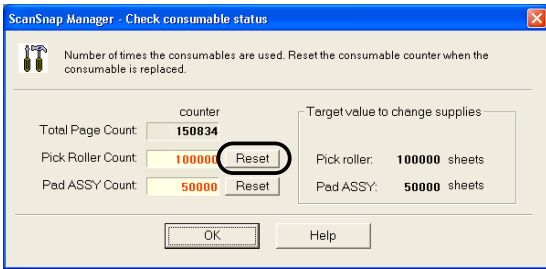
12. Close the ADF.



ADF

  ⇨ You should hear the ADF click when it returns to its
    original position.

13. Turn on the scanner.

  ⇨ ScanSnap Manager icon changes from 🌐 to Ⓢ.

14. Right-click the "ScanSnap Manager" icon Ⓢ on the
    task bar, and select [Check consumable supplies]
    from the menu.

15. In the "Check consumable status" window, click the
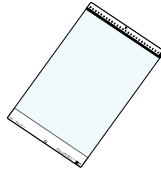    [Reset] button of the Pick Roller Count.



# 6.4. Purchasing the Carrier Sheet

If the "Carrier Sheet" bundled in this product cannot be
used for scanning due to damage or wear-and-tear, you can
purchase just the Carrier Sheet separately.

As a guideline, it is recommended to replace the Carrier
Sheet every 500 scans.
However, the number of times of use differs according to
usage. If scratches and dirt are conspicuous, please replace
the Carrier Sheet accordingly.

The description of the Carrier Sheet and part number are as
follows:

| Description | Qty | P/N |
|---|---|---|
| ScanSnap Carrier Sheet  | 5 pcs | FI-511ES-WW |